

E-911 Border Response Workgroup Charter

General Information

E-911 Border Response Workgroup

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Workgroup Timeframe

Present to April 1, 2021

Proposed Members of the Workgroup

- Secretary Moran, or designee (Deputy Secretary Shawn Talmadge), Chair
- Delegate Reid, or designee
- Delegate Tyler, or designee
- Pastor Michelle Thomas
- Sherry Herzing
- Curtis Brown, Virginia 9-1-1 Services Board
- National 9-1-1 thought leaders (2)
- National 9-1-1 standard development organization (SDO) representative
- State 9-1-1 Coordinators (2)
- Public Safety Answering Point (PSAP) representatives (4)

- Workgroup Facilitator – Dorothy A. Spears-Dean

Executive Summary

A budget amendment (Item 391 #1h) from the 2020 Special Session of the Virginia General Assembly directs the following:

The Secretary of Public Safety and Homeland Security shall establish an E-911 Border Response Workgroup. The Workgroup shall assess the deficiencies related to the timely routing of 911 calls to the appropriate public-safety answering point (PSAP) across either state or county borders. At a minimum, the workgroup should work with stakeholders to collect information on problems with the current system and processes; review mitigation solutions already implemented by localities and citizen groups; determine best practices; and provide inputs and recommendations to the General Assembly on technology, training, and compensation that would be necessary to address the identified deficiencies. The Secretary shall provide the recommendations of the Workgroup to the Governor and General Assembly no later than April 1, 2021.

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Purpose/Business Need

An amendment from the 2020 General Assembly Special Session directs the Secretary of Public Safety and Homeland Security to establish an E-911 Border Response Workgroup to make recommendations based on the guidance of the budget amendment related to Virginia's existing 9-1-1 system and report its recommendations to the Governor and General Assembly no later than April 1, 2021

Description and Scope

Approach:

The fifteen-member Workgroup will consist of representatives from the following groups:

- **Virginia Office of Secretary of Public Safety and Homeland Security**
- **Virginia General Assembly**
- **Virginia Citizens**
- **Virginia 9-1-1 Services Board**
- **National 9-1-1 Leaders/SDO representatives**
- **State 9-1-1 Coordinators**
- **9-1-1/PSAP Community**

The Workgroup will convene virtually to meet on a schedule agreed upon by members of the Workgroup in order to complete their report by March 31, 2021. The Workgroup Facilitator will organize these meetings and the agenda will be set in consultation with the Workgroup Chair. The Facilitator will also invite SMEs, such as 9-1-1 vendors, carriers, public safety organization representatives, local/regional/state 9-1-1 practitioners, and 9-1-1 thought leaders to attend scheduled meetings as additional participants. These individuals will participate on an as needed basis to provide comments on the meeting's topic.

Based on direction provided in the budget amendment, the Workgroup Facilitator proposes that members of the Workgroup focus on key functional areas of 9-1-1 call processing to develop recommendations to address identified gaps within the 9-1-1 ecosystem, unmet needs within PSAPs, and areas requiring mitigation and/or improvement. The Facilitator also suggests that Workgroup members discuss these functional areas as discrete topics in separate meetings to ensure that adequate depth may be achieved and substantive information provided to each Workgroup member. The graphic at the top of the next page identifies five functional areas related to 9-1-1 call processing recommended for the Workgroup to investigate:

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- Governance
- Technology
- Operations & Mitigation Strategies
- 9-1-1 Personnel & Training
- Funding & Compensation

9-1-1 Systems and Processes Functional Areas

Meeting Schedule

Appearing next is the proposed meeting schedule and discussion topics. Additional participants will be added once the Workgroup members establish the topics at their initial meeting. These SMEs will include, but are not limited to, the following: 9-1-1 vendors, carriers, public safety organization representatives, local/regional/state 9-1-1 practitioners, and 9-1-1 thought leaders.

Date	Time	Topic	Additional Participants
January 26, 2021	11 am to 1 pm	Kick-off and Governance	TBD
February 9, 2021	11 am to 1 pm	Technology	TBD
February 23, 2021	11 am to 1 pm	Operations & Mitigation Strategies	TBD
March 10, 2021	11 am to 1 pm	9-1-1 Personnel & Training	TBD
March 24, 2021	11 am to 1 pm	Funding & Compensation	TBD
March 31, 2021	11 am to 1 pm	Wrap-up	None

Resources

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An electronic library of resource materials will be assembled and made available to the Workgroup prior to the first virtual meeting. This collective resource will enable the Workgroup to have information available to them that documents current system and processes; mitigation solutions already implemented by localities and citizen groups; and best practices. This strategy will facilitate the Workgroup's ability to provide input and recommendations to the General Assembly to address identified gaps within the 9-1-1 ecosystem, unmet needs within PSAPs, and areas requiring mitigation and/or improvement.

The Workgroup is also encouraged to look at ways to provide additional professional and educational resources to Virginia telecommunicators and explore strategies for improving the access of 9-1-1 services to all citizens. These are two items currently identified at strategic initiatives in Virginia's 9-1-1 Comprehensive Plan.

Deliverable:

Provide a comprehensive report to the Governor and General Assembly, as directed.

Report Format:

The following is the recommended report format:

1. Results in Brief
 - Executive Summary
2. Introduction
 - Problem Statement
 - Workgroup membership
3. Objectives, Scope, Method
 - Objective
 - Scope
 - Method
 - Analysis Overview
4. Background
 - Call Processing Functional Areas
5. Analysis
6. Findings
7. Recommendations
8. Glossary

Expected Outcome:

Improve the routing and processing of 9-1-1 calls to the appropriate PSAP across state borders and/or county boundaries based on lessons learned from experiences in order to prevent future tragedies.